

11. Terminals and Building Areas

Commercial activities

- 11.1 Airport Users conducting commercial activities at the Airport must receive either a permit or authorization from the GTAA or enter into a lease, licence, contract, or commercial arrangement with the GTAA in respect to the operation of their business at the Airport.
- 11.2 The GTAA will take all necessary measures to preserve the safety and security of operations at the Airport's terminal buildings and Airside/landside areas. Any unauthorized commercial activity may be subject to the [Ontario Trespass to Property Act](#), the [Ontario Occupiers' Liability Act](#), and the [Traffic on the Land Side of Airport Regulations](#).
- 11.3 All retail, food and beverage tenants must comply with the Tenant Manual, which can be accessed on the GTAA Tenant Portal, which includes important information about operating at the Airport and expected Service Level Standards.
- 11.4 All requests for licences to operate, authorizations, and permits for commercial activity shall be sent to: business.interest@gtaa.com.

Sales data and billing

- 11.5 All retail, food and beverage tenants must charge their customers using an electronic point of sale (POS) system or cash register. Manual billing of customers is strictly prohibited.
- 11.6 The GTAA reserves the right to install its own POS system, at which point in time all retail, food and beverage tenants must allow sales data and information at each POS terminal to be transmitted to GTAA host systems.

Safety requirements

- 11.7 Airport Users conducting commercial activities at the Airport must abide by the safety requirements and obligations set out in the Tenant Safety Evaluation Program, which can be accessed on the GTAA Tenant Portal, and includes giving GTAA the right to measure conformity with such measures.
- 11.8 Airport Users who are not meeting expected obligations in the Tenant Safety Evaluation Program will be required to prepare and implement a corrective action plan/performance management plan to be approved by the GTAA.

Movement of goods and materials

- 11.9 To maintain the safety and security of the Airport, goods and materials transported through the Airport must first be verified and authorized by the GTAA by the issuance of a Material Movement Permit via the [Material Movements Form](#). For planning purposes, Airport Users must commence this process before starting transportation activities.
- 11.10 Once issued by the GTAA, the Material Movement Permit must be carried by an authorized person at all times. The Material Movement Permit cannot be used for the movement of liquid, gels and/or any goods meant for purchase or consumption by a passenger.
- 11.11 Airport Users must adhere to the GTAA Logistics Program, including the safety and security measures associated with it. A copy of the GTAA Logistics Program can be obtained from your business partner contact at the GTAA.

Common areas and equipment

- 11.12 Airport Users must keep all Common Areas orderly and without damage, and common use equipment such as counters must be returned in a clean, tidy, and proper working condition for the next user.
- 11.13 Smoking cigarettes or vaping is prohibited except in the ten designated outdoor smoking areas in Terminals 1 and 3 which are clearly marked with signage on the ground and columns. Cannabis smoking or vaping is strictly prohibited.
- 11.14 Common Areas must be kept free of litter, waste, and debris, including bag tags, boarding cards, and paper waste resulting from Passenger processing/check-in/boarding activities. All waste must be disposed in the appropriate waste receptacles.
- 11.15 Airport Users must inspect their assigned Common Area and/or equipment at the beginning and at the end of the assigned period. Any functionality issues or damage must be reported immediately to their internal supervisor. Any damage in Common Areas must be reported to the Integrated Operations Control Centre (IOCC) at 416-776-3055.
- 11.16 Air Operators must not use check-in/ticket counters or boarding gates for permanent storage. All drawers and cabinets must be emptied and left unlocked at the end of the assigned period.
- 11.17 Air Operators must store all owned equipment such as baggage sizers and signs in designated storage areas, in a clean and orderly fashion, and must also dispose of any broken equipment.
- 11.18 All common use equipment must remain in a state and configuration that will allow any future Airport User to perform the required check-in and boarding processes without having to remove signs, displays, and Airport User-specific stocks.
- 11.19 Stanchions must:
 - a) only be used for active queuing by Airport Users;
 - b) never be used to hold doors or block pathways; and
 - c) when used in boarding lounges, be returned to their original location when boarding is completed. Stanchions layout and footprint must not be changed or expanded without prior approval from the GTAA.
- 11.20 Unless use of other stanchions is approved in writing by the GTAA's terminal planning team (terminalplanning@gtaa.com), Air Operators must only use Toronto Pearson branded stanchions.
- 11.21 The GTAA has the right to charge the Airport User the cost of cleaning or repairing Common Areas, as applicable.
- 11.22 Air carriers are responsible for baggage carousel management in accordance with GTAA-issued directives, Section E.3.2.2 of the Ground Operations Manual (GOM) and in accordance with the Airline Consultative Committee-endorsed Common Handler Licence.

Parking

- 11.23 Airport Users must ensure that their employees, contractors, and subcontractors utilize designated parking areas and maintain current parking permits, as required.
- 11.24 Parking fees, as determined by the GTAA, must be remitted in a timely manner.

Signage and advertisements

- 11.25 In addition to the requirement that signage be in both English and French, Airport Users and Air Operators must not post, distribute, or display signs, advertisements or circulars exposed to public view without the prior written consent of the GTAA.
- 11.26 Requests for affixing, installing, posting, distributing, or displaying any type of public signage at the Airport shall be directed to the Airport User's assigned commercial account manager, with copy to business.interest@gtaa.com.
- 11.27 Before affixing, installing, or placing anything at the Airport, Airport Users must obtain authorization from the GTAA, in accordance with the [Airport Construction Code](#). Airport Users must also submit drawings detailing all work to be produced according to the requirements in the [CADD Standard Guide](#).
- 11.28 The GTAA will request the immediate removal of any signage, advertisement or circular that are not previously approved, or which were not presented in a professional manner. Paper and hand-written signs are not acceptable.

On-site filming and photography

- 11.29 Any commercial filming or photography conducted at the Airport must be approved by the GTAA in advance and may be subject to certain conditions such as location, insurance, and timing.
- 11.30 All commercial filming and photography conducted at the Airport, including a tenant facility, must have a valid Filming/Photography Permit issued by the GTAA and all applicable fees must be paid in full. Failure to hold a valid permit may provide grounds for enforcement actions.
- 11.31 Authorization to access any tenant facility must be obtained directly from the tenant at least 48 hours before the day of filming/photography.
- 11.32 Requests for a permit shall be submitted through the GTAA's [Commercial Filming permits webpage](#).
- 11.33 On-site filming by media requires a permit which can be obtained at the [Media Permit webpage](#), subject to certain conditions.

Demonstrations and picketing

- 11.34 Demonstrations, picketing (including informational picketing) and any other protest activity must be conducted in a safe and lawful manner and requires prior coordination with the GTAA's security team in order to establish protocols for the orderly and safe conduct of such activity, including maintaining the safe flow of Passengers and vehicle traffic (including access by emergency responder vehicles) at the Airport. See the GTAA's [Picketing and Demonstrations Policy](#) for more information including the approvals and permits that are required prior to any such activities taking place at the Airport.
- 11.35 Under no circumstances are any demonstrations, protests or the activities described in section 10.34 permitted within restricted areas of the Airport, inside passenger terminals or parking facilities, on or beside roadways, or on the Terminal Link train.
- 11.36 Airport Users, Air Operators and unions must immediately notify the GTAA of any possible labour disruption or related activity, including picketing, and confirm that such actions are conducted in connection with a legal lockout or strike.

- 11.37 Unions engaging in union organizing and related activities are required to ensure orderly and safe conduct of such activities without disrupting the Airport's operations.
- 11.38 Airport Users must inform GTAA Corporate Security when labour negotiations commence and provide timely updates regarding any changes in the labour situation. This includes, but is not limited to, requests for conciliation or mediation, and any applications or filings with the Canada Industrial Relations Board (CIRB) or the Minister of Labour, such as appeals, complaints, maintenance of activities, or matters related to union certification or recognition.
- 11.39 Airport Users are required to notify GTAA Corporate Security in writing at least 72 hours in advance to obtain a Picketing and Demonstration Permit for any organized activities or rallies taking place on airport property.
- 11.40 Airport Users must submit all relevant details of planned picket activities, including specific locations, number of picketers and picket times to Corporate Security at least 72 hours prior to initiation. All agreed-upon activities will be documented in a Picket Protocol, to be signed by the Union Representative and the GTAA Director of Safety & Security, or delegate.
- 11.41 Airport Users, Air Operators, and labour unions, as applicable, must establish in coordination with the GTAA a labour/picket protocol or demonstration permit, as applicable, which covers safety and security considerations before engaging in any labour demonstration, picketing or protest activity.
- 11.42 The GTAA will work with local enforcement authorities to address any potential or imminent threats to the safety and security of the Airport, and will pursue other remedies available to it, including seeking injunctions, as the GTAA determines appropriate.

Special events and activities

- 11.43 Airport Users may organize special events and activities that deviate from normal Airport operations, subject to issuance by the GTAA of an Activity Permit.
- 11.44 An application to obtain an Activity Permit must be submitted to the Customer and Terminal Services department at least 15 business days prior to the date of the activity.
- 11.45 Requests for an Activity Permit shall be submitted through the GTAA's [Activity Permits webpage](#).
- 11.46 A condition of the permit is to carry a minimum of \$2 million commercial general liability insurance and otherwise comply with insurance requirements contained in Section 2 of the GTAA Rules.
- 11.47 Airport Users sponsoring special events and activities in the Restricted Areas of the airport on behalf of a third party remain accountable for all aviation security functions related to the event or activity.
- 11.48 Any events or activities undertaken without an Activity Permit are subject to immediate cancellation. In addition, the GTAA may take any other actions that it deems appropriate, and the Airport User shall indemnify the GTAA for any costs incurred as a result of such failure to comply.